

**STB Rail Customer and Public Assistance Office
1st Quarter 2017 Cases by Category/Region**

Issue Category	All Regions	Northeast	South	Midwest	West	Not Specified
Abandonment Records	57	12	10	12	10	12
Acquisition and Operation Exemption	1	0	0	0	0	1
Arrange Meeting	7	1	1	0	1	4
Bus Issue	1	0	1	0	0	0
Household Movers	12	2	2	1	0	7
Information-Economic Data	8	3	1	1	0	2
Information-Non Economic Request	5	0	0	0	2	3
Motor Carriers (trucks)	5	1	1	2	0	1
Railroad Abandonment/Loss of Service	3	1	1	0	0	1
Railroad Amtrak/Passenger Issue	2	0	0	0	0	2
Railroad Blocked Crossings	2	0	0	0	1	1
Railroad Common Carrier Obligation	2	0	1	0	0	1
Railroad Demurrage Charges	7	1	1	1	4	0
Railroad Denial of Rail Service	3	1	0	0	0	2
Railroad Embargo	1	0	0	0	0	1
Railroad Environmental Issues	3	0	0	1	0	2
Railroad Hazardous Material Rules	1	0	0	0	0	1
Railroad Idling Engines/Parked Trains	1	0	0	0	0	1
Railroad Interchange Issue	1	0	0	0	0	1
Railroad Labor Issues	1	0	0	0	0	1
Railroad Lease of track or equipment	1	0	0	0	0	1
Railroad Noise - Airhorn, Safety, etc	2	0	0	0	0	2
Railroad Operating Authority Issue	2	0	0	1	1	0
Railroad Preemption	2	0	2	0	0	0
Railroad Rate Levels/Increases	6	0	1	2	1	2
Railroad Reciprocal Switching	1	0	1	0	0	0
Railroad Service Issue	10	1	1	4	4	0
Railroad Stored Freight Cars	2	1	0	1	0	0

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Railroad Tariff Issue	1	0	0	0	0	1
Rails to Trails	11	2	3	1	0	4
Real Estate Matter	1	0	0	0	1	0
STB Authority Question	3	0	1	2	0	0
STB Information	50	5	7	5	3	28
STB Jurisdictional Question	9	1	4	1	0	3
STB Procedural Assistance	38	5	8	6	5	14
STB Recordations or Security Interests on Rail Cars	8	2	3	2	0	1
STB Records Assistance	17	4	3	1	3	6
STB Webpage/Downloading Assistance	5	3	0	0	0	2
Water Carrier	5	0	0	0	4	1
Wrong Agency Calls	6	0	1	1	0	4
Other	2	1	0	0	0	1
Total	300	47	54	45	40	114

U.S. Census Regions:

Northeast Region	Maine, New Hampshire, Vermont, Massachusetts, Connecticut, Rhode Island, New Jersey, New York, and Pennsylvania
South Region	Maryland, Delaware, West Virginia, Virginia, Kentucky, Tennessee, North Carolina, South Carolina, Georgia, Florida, Alabama, Mississippi, Arkansas, Louisiana, Oklahoma, and Texas
Midwest Region	North Dakota, South Dakota, Nebraska, Kansas, Missouri, Iowa, Minnesota, Wisconsin, Illinois, Michigan, Indiana, and Ohio
West Region	Washington, Idaho, Montana, Wyoming, Oregon, California, Nevada, Utah, Colorado, Arizona, New Mexico, Alaska, and Hawaii

**STB Rail Customer and Public Assistance Office
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1st Quarter 2017 Cases per Commodity Group*

Commodity Group	Number
Agricultural Products	9
Chemicals	6
Forest Products	2
Hazardous Waste/Radioactive Waste	1
Household Goods	10
Industrial Products	6
Metals and Minerals	1
Not Specified by Shipper	5
N/A	258
Passenger	6
TIH	1
Total	305

*In many cases, the commodity is not specified or material to the Case, therefore the total number for this data may not equal the total number for the quarter.